

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: OFFICE SPECIALIST I/II/III - PERSONNEL
CLASS CODE: I - 6802 II - 6801 III - 6800

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: I - NONE II - NONE III - LEAD

EFFECTIVE DATE: 6/14/2008
DEPARTMENT: PERSONNEL

JOB SUMMARY

Provides first-contact customer service and performs a variety of clerical and office support duties to expedite day-to-day operations of the Utah County Office of Personnel Management.

CLASS CHARACTERISTICS

Office Specialist I - Personnel: Works under close to general supervision in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

Office Specialist II - Personnel: This full performance level works under general supervision in performing duties of considerable difficulty that involve some independent judgement.

Office Specialist III - Personnel: Works under general supervision in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

ESSENTIAL FUNCTIONS

Receives, screens and directs incoming phone calls for a multi-line phone system; assists visitors and callers by providing information and directing them in correct processes; provides initial response to questions, complaints or problems following established communications and information sharing policies, practices or procedures.

Copies and distributes job announcements and posts the same on County job board; prepares and places news paper advertisements according to recruiting department's preferences; creates a recruitment folder for each posted position; updates recorded job hotline message.

Accepts applications for open positions, reviewing the application packet for signatures, overall completeness and required attachments such as transcripts, type tests, licenses, etc.; prepares the recruitment file for the recruiter when the position closes by ensuring only applications for position are included and by noting applicants claiming veteran's preference as well as late applications, etc.; tabulates information received from data record forms.

Converses with applicants by phone or mail to schedule interviews or testing and to inform of test results; creates registers listing applicants eligible for selection and copies applications in preparation for pickup by recruiting department; assists in preparing interview materials and in tabulating scores as assigned; administers in-house typing test.

Facilitates the screening process when a conditional offer of employment has been made including scheduling applicable drug screens and driver's license checks; disburses additional background packets according to type of position and established procedure.

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Determines start dates and ensures timely completion and accuracy of new hire paperwork such as I-9's; schedules employees for orientation and required training; accepts and tracks completion of benefit enrollment and other forms.

Receives reports of injury from employees and/or supervisors and completes and distributes various related forms; files worker's compensation claims through data entry; maintains records and prepares information for OSHA reports and accident review board meetings.

Completes verification of employment forms and responds to other requests for employee payroll or position information according to policy.

Creates and maintains County-wide employee personnel files ensuring proper filing of applications, personnel actions, benefit and payroll forms, etc.; provides copies of file contents according to policy, GRAMA, or court order and ensures files are only accessed by authorized persons; pulls files of terminated employees and prepares them for scanning and subsequent shredding according to retention schedule.

Prepares rooms for various meetings by arranging chairs, tables, and equipment; purchases refreshments and/or arranges for delivery of meals as requested; monitors and ensures cleanliness of department fridge and kitchen area.

Orders and sells various discount tickets offered to County employees; balances monies collected against tickets sold and prepares the same for deposit. Balances petty cash account.

Updates office calendar, noting scheduled leave and other appointments in order to have an up-to-date knowledge of staff members whereabouts and availability.

Performs various other office support duties such as distributing mail, ordering and maintaining office supplies, and copying and binding orientation packets.

KNOWLEDGE, SKILLS, AND ABILITIES

Office Specialist I - Personnel:

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

Office Specialist II - Personnel: (In addition to the knowledge, skills, and abilities described above):

Skill in: Using various software programs unique to Utah County and/or the Office of Personnel Management.

Ability to: Understand broad objectives and follow general instructions.

Office Specialist III - Personnel (In addition to the knowledge, skills, and abilities described above):

Considerable Knowledge of: Office of Personnel Management policies and procedures and laws, codes, and regulations relevant to work performed.

Skill in: Basic bookkeeping.

Ability to: Train and lead others.

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PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts or otherwise moves objects weighing up to 30 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room; work requires frequent contact with the public and employees which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION AND EXPERIENCE

Office Specialist I - Personnel: High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist II - Personnel: High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist III - Personnel: High school diploma or equivalent and five (5) years of general clerical support work experience of which two years were directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

LICENSING AND CERTIFICATION

Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.